

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	108	67	61%	▲
	Admits	5			
	Discharges	10	4	150%	▲
	Service Hours	332	362	-8%	

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	108	100.0%

Consumer Satisfaction Survey (Based on 51 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		86%	80%	91%
✓ Access		86%	80%	88%
● General Satisfaction		78%	80%	92%
● Outcome		77%	80%	83%
● Recovery		68%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	3	3%	13%
26-34	11	10%	22%
35-44	17	16%	19%
45-54	36	33%	24%
55-64	29	27%	17%
65+	12	11%	5%

Gender	#	%	State Avg
Male	69	64%	58%
Female	39	36%	42%

Ethnicity	#	%	State Avg
Non-Hispanic	67	62%	75%
Hisp-Puerto Rican	28	26%	12%
Hispanic-Other	8	7%	6%
Unknown	5	5%	5%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	45	42%	66%
Black/African American	42	39%	16%
Other	16	15%	13%
Hawaiian/Other Pacific Islander	3	3%	0%
Unknown	2	2%	3%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	-	-	
Discharges	-	-	
Service Hours	53	88	-40% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		19	95%	85%	90%	10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	 0%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	62	72	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	90%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	85%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	1	-	
Discharges	-	3	-100% ▼
Service Hours	102	201	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	100%	85%	90%	15% ▲

Service Utilization

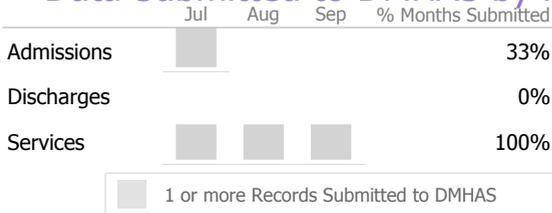
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	92%	90%	85%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

Data Submitted to DMHAS by Month



* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	3	733% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	57	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	80%	90%	85%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		69%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20		
Admits	4	-	
Discharges	10	-	
Service Hours	59	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	70%	85%	82%	-15%

Service Utilization

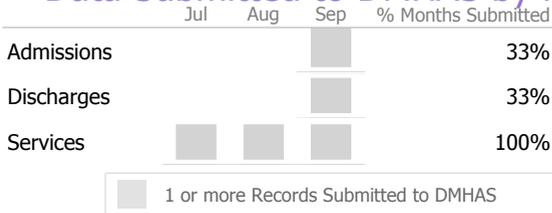
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	73%	90%	86%	-17%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	80%

Data Submitted to DMHAS by Month



* State Avg based on 70 Active Supportive Housing – Scattered Site Programs